

WIB report to the WDC
(For May 12, 2011 WDC Meeting)

Date:	May 9, 2011
Island:	Maui County (Maui, Molokai, and Lanai)
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1) SUMMARY

The Maui County Workforce Investment Board (MWIB) continued to progress last quarter. Vice Chair Leslie Wilkins has assumed the responsibilities of the Chair and is anticipated to be elected the official Chair of the MWIB in July 2011. Newly appointed WIA Executive Director Roland Prieto continued to address pending matters left from the previous administration. The Eligible Training Providers List has been approved by State WDD. PY2010 Contracts for Adult, Dislocated Worker, and Youth programs have been executed and program expenditures are underway. Maui County's SESP Grant contract is currently under review with the State WDD.

With regards to the programs, the service providers continue to provide quality services to the community of Maui County while facing the many challenges that come with an economy such as ours. Program reports of the Service Providers activities are as follows.

2) INDIVIDUAL PROGRAMS

A) Workforce Development Division/WorkSource Maui (WIA Adult and Dislocated Worker Service Provider)

Assisted the following employers with their respective on-site recruitment efforts: Hawaiian Commercial & Sugar (22), Jobline Xpress (11), Dorvin Leis (6), Maui Electric Company (10), Maui Economic Opportunity (5), Molokai General Hospital (4), Lowe's (4), Anheuser Busch Sales of Hawaii (3), Sheraton Maui Resort (9), Marriott's Maui Ocean Club (15), Ritz Carlton Kapalua (10), K-Mart Stores (5), Hale Makua (3), Hyatt Regency (4), Aloha Petroleum Ltd. (4), Outrigger-Palms at Wailea (5), Mark's Hallmark, Hawaii Center for Independent Living, Westside Foreign Auto Repair, Roberts Hawaii Tours, Home Security and Sound LLC, Coca Farms LLC, Ted K. Kanamori-DDS, Sunrise Country Market LLC, State-Department of Health, Outrigger-Maui Eldorado Resort, Joy Yanagida-Attorney at Law, VIP FoodService, Neil Nunokawa-DDS, East Maui Irrigation, Hawaii Family Dental Centers and Island Movers to name a few. Daily maintenance of current and newly posted job listings from Employer Relations and/or telephone, email and faxed job orders is on going.

Outreach services are provided on a daily (average 3), weekly (approx. 15) and monthly (average 40-60) basis to various organizations, employers and businesses. Outreach is provided to the Department of Education schools on a regular once per week service to Maui High and Baldwin High. Lahainaluna, King Kekaulike, Seabury, Kamehameha Schools Maui and all Intermediate schools are provided services periodically throughout the school year. Maui Community College and Maui Community School for Adults are provided services as requested.

Other events that the Workforce Development Division/WorkSource Maui have participated in:

- ✓ Conducted mock interviews for students at Maui High and Baldwin High Schools
- ✓ On-going assistance provided to High Schools for Guest Speakers to talk with students about industries and careers, employer involvement with mock interviews, soft skills information, internships, mentoring, job shadowing, application and resume preparation
- ✓ WDD/WSM participated in the following Webinars and teleconferences:
 - Webinar – USDOL – Alien Labor Certification (ALC)
 - Monthly teleconference – USDOL – ALC- H2A
 - Webinar – USDOL – Re-employment and Eligibility Assessment (REA)
- ✓ WDD/WSM overview of services presentation to Maui Family Support Services
- ✓ WDD/WSM overview of services including job hunting tips to persons with disabilities working with Walter Tokishi-Speech Pathologist

Workforce Investment Act (WIA)

WIA staff continues its efforts in the recruitment of eligible Adult and Dislocated Worker customers to provide Core, Intensive and Training information and services. Management continues to work on strategies to improve recruitment, enrollment, counseling, case management, performance outcomes and overall services provided in the WIA programs

Staff continues their on-going intensive screening for potential WIA participants through HNH, walk-ins, UI claimants, referrals from other WDD programs (Wagner Peyser, Worker Profiling, REA and Veterans), referrals made by other agencies and community services, the development of Work Experience and On-the-job-Training components

Funding provided through the American Recovery and Reinvestment Act (ARRA) program ended February 2011. As participants were co-enrolled in ARRA and formula funded WIA programs, there is no break in continued core, intensive and/or training services

3) Other Items

- Local Veterans Employment Representative (LVER) continues his efforts in providing a variety of services to our Military personnel, conducting weekly outreach services to the Maui Veterans Center, daily/weekly employer relations to various businesses including the Trade Unions.

Outreach includes educating our businesses about the “Jobs for Veterans Act”, “Hire Vets First”, job order intakes including the monitoring of Federal Contractor Job Listings (FCJL), referrals of eligible veterans to jobs and/or training, work opportunity tax credits and other services with emphasis of keeping the lines of communication open on any and all updates regarding Veterans .

LVER participated in the Hawaii Yellow Ribbon Program event at the Makena Resort. The Yellow Ribbon Program event is designed for the benefit of our Military personnel returning from active duty and their families. Participation by a variety of community agencies provided information on housing, employment, education, finance, medical and other supportive services that are deemed to be beneficial for their adjustment and return to civilian life.

- Disability Program Navigator (DPN) program staff continues to provide outreach services to various agencies on Maui to summarize, educate and promote the hiring of persons with disabilities. DPN staff continues to provide monthly overview, program awareness and updates to all staff of WDD/WSM.

DPN staff has attended numerous Webinar training sessions and attended monthly meetings with the Developmental Disabilities Council Maui Committee (DD Committee), Maui Disability Alliance, Medicaid Infrastructure Grant Committee and Vocational Rehab.

DPN staff participated in the Maui Disability Resource Fair known as “BIG M.A.C.” (Moving Across the Community) held in February 2011. The “BIG M.A.C.” transition affair is designed for students with an Individualized Educational Plan and their families. Students and their families will learn about and develop a transition plan once students leave high school. Resources and services include employment, transportation, guardianship, how to obtain a State ID and referrals to other supportive agencies.

- Trade Adjustment Assistance (TAA) Staff continues to provide case management and follow up services to former employees of Maui Land and Pineapple Company (ML&P) laid off since 2007.

Case management and training needs assessment is on-going and enrollment to the Spring Semester has been completed. Tuition and support services (books, tools, etc) have been requested and

requisitioned. Courses of study include Sustainable Energy, Human Services, Accounting, Business Administration and Building Maintenance.

TAA staff has also assisted participants with updated information on COBRA, Unemployment Insurance, TRA/ATAA (trade associated benefits), job search, development and referral services.

TAA staff has begun the exiting process for participants that are no longer receiving TAA related services due to various reasons such as back to work, retirement, relocation, no need of services, etc. These participants continued to receive 12 months of follow up service even after services were no longer required/requested by them.

- Re-employment & Eligibility Assessment (REA) The goal of the REA program is to ensure that claimants meet UI eligibility requirements as well as registration for work and posting an on-line resume with the Workforce Development Division's HireNet Hawaii operating system.

REA participants are provided with in-depth labor market information including counseling services to facilitate their return to the workforce in the shortest timeframe possible. Claimants are provided workshops on career exploration, job outlook, occupational needs, resume assistance, overview of the WIA programs and HNH.

WDD receives 40 UI claimant referrals per week. As of August 17, 2010, WDD and UI entered into a new agreement to service UI claimants under the REA program from August 2010 through August 2011. Total REA claimants served as of March 31, 2011 is 1187.

- Volunteer Internship Program (VIP) Hawaii Department of Labor and Industrial Relations (DLIR) initiative designed to stimulate job growth in Hawaii. Former Governor Linda Lingle developed this innovative project in response to Hawaii's growing job loss. VIP is a voluntary program that allows job seekers, especially those receiving unemployment insurance (UI) benefits to gain workforce training. Upon successful completion of training, interns receive a certification of job skills acquired and consideration for employment. The opportunity to train through VIP is limited to a maximum of 32 hours per week for up to 8 weeks.

For Maui County, 72 customers have completed the VIP application process on-line, 68 have been provided VIP overview and orientation and 11 have been placed into VIP agreements with various employers.

More information may be found at www.hawaii.gov/labor/vip.

- On-going assistance is provided to employers interested in Alien Labor Certification (ALC) and Work Opportunity Tax Credit (WOTC). In this past quarter, WDD received 1 application for H2A farm worker and assisted

Hawaii County in their efforts to recruit US workers for an H2A employer on the Big Island. WDD also received 81 new request for WOTC determinations.

B) KU'INA PROGRAM – (Youth Services Provider)

For this report, the Ku'ina Program submitted data that reflected the progress of the youth program for the past year and a half. Numbers indicate that with program services and financial assistance, the program participants are doing well as reflected in the persistence rate. (Persistence is defined as when a student has completed a semester and enrolled into the following semester.)

KU'INA DATA

KU'INA ENROLLMENT AND PERSISTENCE RATE

	SP 2010		SP 2010		SP 2010	
	12		12		12	
TOTAL		TOTAL		TOTAL		TOTAL

Persistence is defined as continuing from semester to semester

Total Unduplicated Count

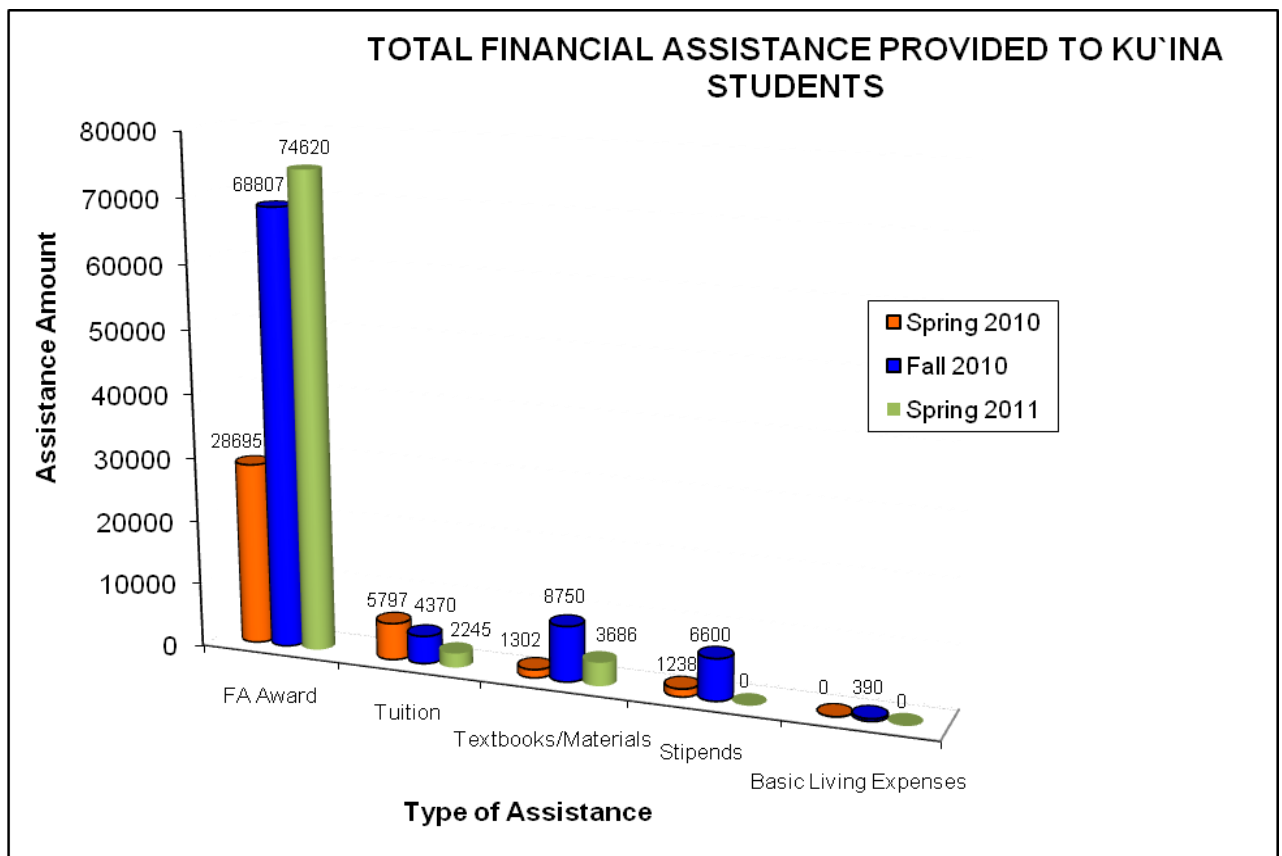
New Students by Semester	12	New Students by Semester	12	New Students by Semester	12	New Students by Semester	
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<u>STUDENT OUTCOMES</u>	SP 2010	<u>STUDENT OUTCOMES</u>	SP 2010	<u>STUDENT OUTCOMES</u>	SP 2010	<u>STUDENT OUTCOMES</u>
AVG CR ATT	10	AVG CR ATT	10	AVG CR ATT	10	AVG CR ATT
AVG CR COMPL	8	AVG CR COMPL	8	AVG CR COMPL	8	AVG CR COMPL
AVG TERM GPA	2.08	AVG TERM GPA	2.08	AVG TERM GPA	2.08	AVG TERM GPA
# OF STUDENTS WHO EARNED CREDENTIAL	3	# OF STUDENTS WHO EARNED CREDENTIAL	3	# OF STUDENTS WHO EARNED CREDENTIAL	3	# OF STUDENTS WHO EARNED CREDENTIAL
CREDENTIALS EARNED	12	CREDENTIALS EARNED	12	CREDENTIALS EARNED	12	CREDENTIALS EARNED

TOTAL FINANCIAL ASSISTANCE

Figures represent the total amount of funds awarded to students.

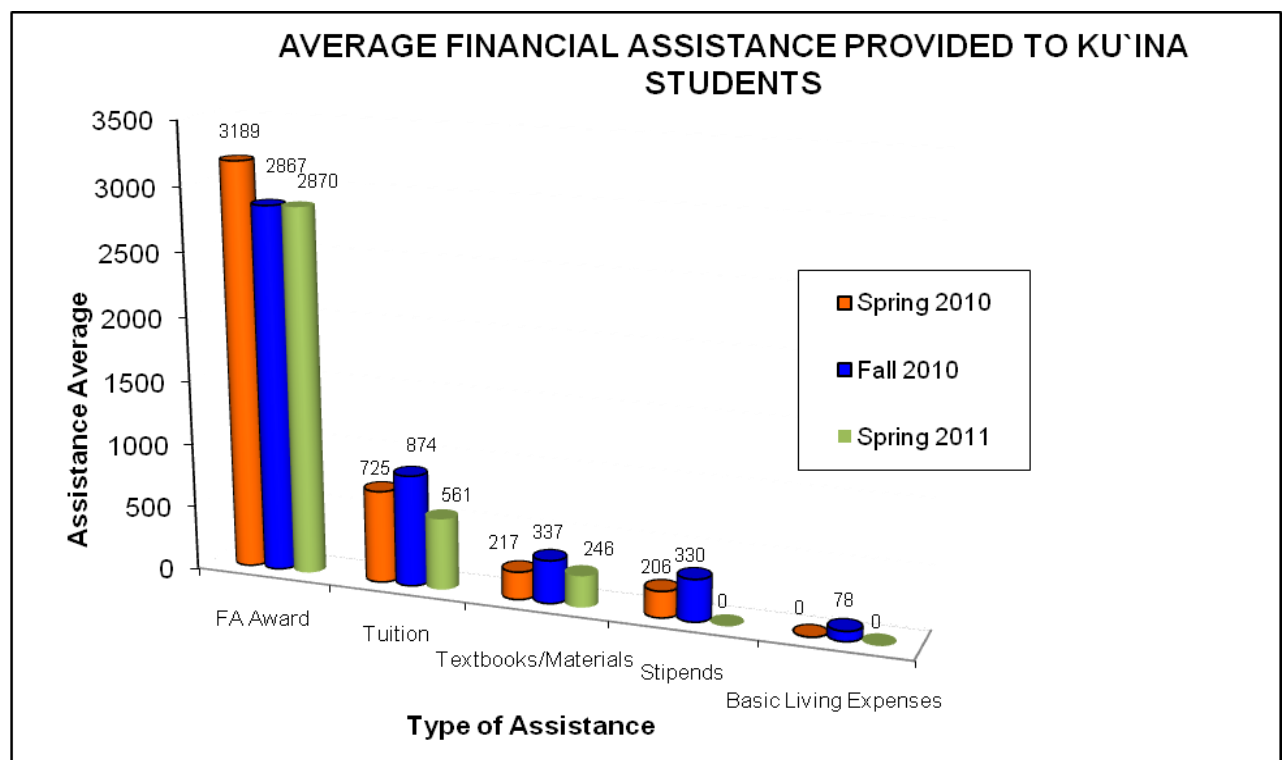
	SP 2010		FALL 2010		SP 2011		Total
FA AWD	28695	based on 9/12 students	68807	based on 24/27 students	74620	based on 26/29 students	172122
TUITION	5797	based on 8/12 students	4370	based on 5/27 students	2245	based on 4/29 students	12412
FEDERAL AND SCHOLARSHIP TOTAL							184534
TXT/SUPPLIES	1302	based on 6/12 students	8750	based on 26/27 students	3686	based on 15/29 students	13738
STIPENDS	1238	based on 6/12 students	6600	based on 20/27 students	IP		7838
BASIC LIV EXPENSE	0	based on 0/0 students	390	based on 5/27 students	IP		390
SUPPORTIVE SERVICE TOTAL							21966



AVERAGE FINANCIAL ASSISTANCE

Figures represent the average amounts awarded to students.

	SP 2010		FALL 2010		SP 2011	
AVG FINANCIAL AID AWARD	3189	based on 9/12 students	2867	based on 24/27 students	2870	based on 26/29 students
AVG TUITION	725	based on 8/12 students	874	based on 5/27 students	561	based on 4/29 students
AVG TEXT/SUPPLIES	217	based on 6/12 students	337	based on 26/27 students	246	based on 15/29 students
AVG STIPENDS	206	based on 6/12 students	330	based on 20/27 students	In Progress	
AVG BASIC LIV EXPENSE	0	based on 0/0 students	78	based on 5/27 students	In Progress	



In Spring 2010, Ku'ina enrolled 12 UHMC students.

- On average, these students completed 8 of 10 credits or 80% of their credit load, and were able to maintain a 2.08 grade point average (gpa).
- Of the 12 enrolled students, 3 earned a total of 12 credentials.
- Of these 12 students, 9 (75%) received a total of \$28,695 of financial aid award, an average of \$3,189. Additionally, Ku'ina used program funds to

cover the remaining tuition cost for 8 of 12 (67%) students for a total of \$5,797, an average of \$725.

- Assistance to 6 of the 12 (50%) enrolled students for text book and school supplies totaled \$1,302, an average of \$217.
- Stipends awarded to 6 of these 12 (50%) students totaled \$1,238, an average of \$206.
- Basic living expenses were not needed this semester. Basic living expenses include clothing, transportation, and housing cost.

In Fall 2010, 9 of the 12 Ku'ina students persisted (75% persistence rate) and an additional 18 new students were enrolled into Ku'ina.

- On average, these students completed 9 of 11 credits or 82% of their credit load, and were able to maintain a 2.48 gpa, an increase of .40%!
- Of the 27 enrolled students, 4 earned a total of 9 credentials.
- Of these 27 students, 24 (89%) students received a total of \$68,807 in financial aid award, an average award of \$2,867. Additionally, Ku'ina used program funds to cover the remaining tuition cost for 5 of 27 (19%) students for a total of \$4,370, an average of \$874. More students were awarded federal financial aid even though their average award amount decreased from spring 2010. Furthermore, less students needed tuition assistance from Ku'ina, a significant decrease by 48%.
- Assistance to 26 of the 27 (96%) enrolled students for text books and school supplies totaled \$8,750, an average of \$337, an average increase of \$120 from the spring 2010 semester.
- Stipends awarded to 27 students totaled \$6,600, an average of \$330, an average increase of \$124 from the spring 2010 semester.
- Basic living expenses given to 5 of 27 students totaled \$390, an average of \$78.

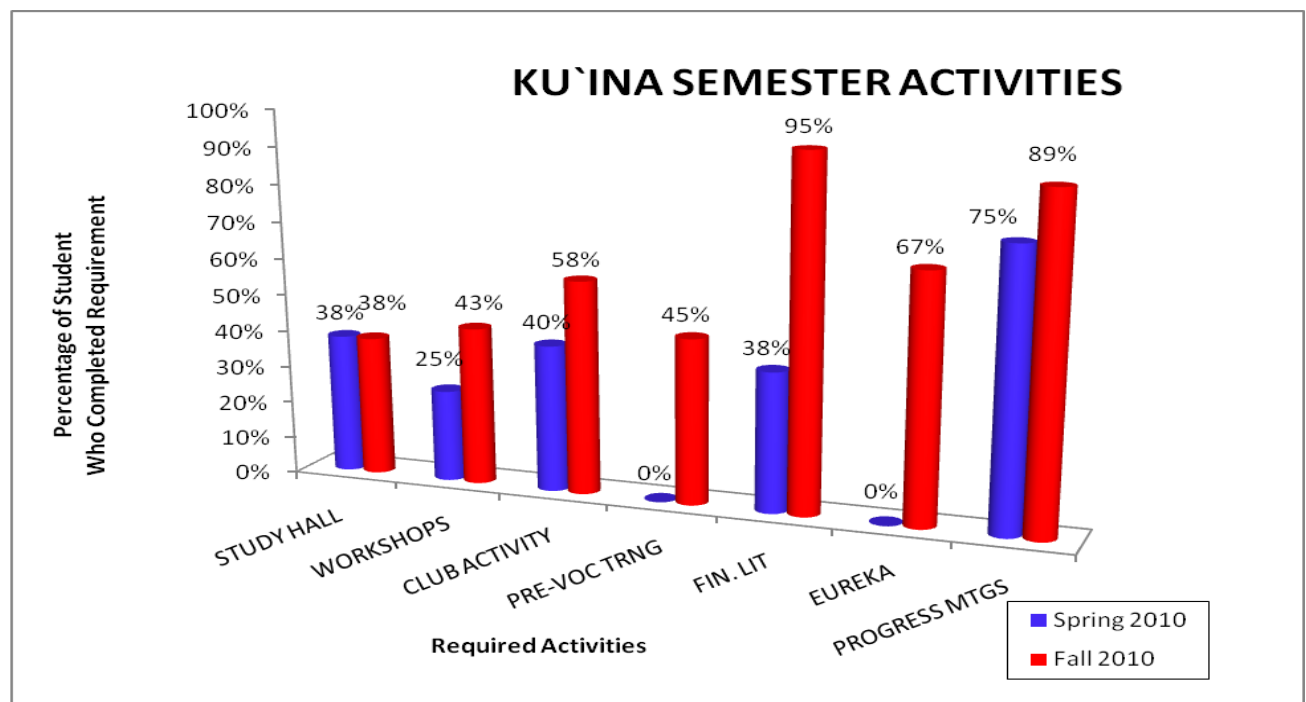
In Spring 2011, 9 of the 12 Ku'ina students who continued from the Spring 2010 semester persisted (75% rate); 17 of the 18 who started in the fall 2010 semester persisted (94% persistence rate); and 3 were newly enrolled in the spring 2011 semester for a total of 29 students.

- Of these 29 students, 26 (90%) students received an average financial aid award of \$2,870. Additionally, Ku'ina used program funds to cover the remaining tuition cost for 4 of 29 (14%) students for an average of \$561. Here again, less students were needing Ku'ina tuition assistance as a higher number of students were awarded federal financial aid.
- Assistance to 15 of the 29 (52%) enrolled students for text books and school supplies averaged \$246, a decrease of \$91 from the fall 2010 semester.
- Stipends will be awarded at the end of the semester. Please note the semester is still in progress.
- Basic Living expenses were not needed at this time.

The numbers reflected are data gathered on March 1, 2011.

KU'INA PROGRAM ACTIVITIES BY SEMESTER

SP 2010		FALL 2010	
% of STUDENTS WHO COMPLETED STUDY HALL HRS	38%	based on 3/8 students	38% based on 8/21 students
% of STUDENTS WHO COMPLETED WORKSHOP REQUIREMENT	25%	based on 2/8 students	43% based on 9/21 students
% of STUDENTS WHO COMPLETED CLUB ACTIVITY REQUIREMENT	40%	based on 2/5 students	58% based on 11/19 students
% of STUDENTS WHO COMPLETED PRE-VOC TRNG	0%	based on 0/5 students	45% based on 10/22 students
% of STUDENTS WHO COMPLETED FIN. LIT REQUIREMENT	38%	based on 3/8 students	95% based on 21/22 students
% of STUDENTS WHO COMPLETED EUREKA REQUIREMENT	NA	Was not available	67% based on 18/27 students
% of STUDENTS WHO ATTENDED PROGRESS MTGS	75%	based on 9/12 students	89% based on 24/27 students



All students are required to meet with Ku'ina staff 2-3 times per semester. In addition, all pre-enrolled and students who attained a GPA below 2.5 the previous semester are tasked to complete one or more of the above mentioned activities. The definition of the requirement of each activity is as follows:

- 1) Study Hall: Two (2) hours a week for the duration of the semester. In a seventeen (17) week semester, a student is required 34 hours of study hall (17 weeks x 2 hours per week = 34 hours of study hall for the semester).
- 2) Workshops: Attend at least three (3) success workshops sponsored by a program on campus
- 3) Club Activities: Attend at least three (3) club activities sponsored by a program on campus
- 4) Pre-Vocational Training: Complete a pre-vocational training course (IS 105C "Orientation To Employment)
- 5) Financial Literacy: Complete at least nine (9) online modules of the USA Funds curriculum.

Spring 2010

- 3 of the 8 (38%) required students met the study hall requirement
- 2 of the 8 (25%) required students met the workshop requirement,
- 2 of the 5 (40%) required students met the club activity requirement
- 0 of 5 (0%) required students met the pre-vocational training requirement
- 3 of the 8 (38%) required students met the financial literacy requirement
- 9 of the 12 (75%) required students met with me at least twice in the semester
- The EUREKA modules were not available during this semester.

Fall 2010

- 8 of the 21 (38%) required students met the study hall requirement
- 9 of the 21 (43%) required students met the workshop requirement
- 11 of the 19 (58%) required students met the club activity requirement
- 10 of 22 (45%) required students met the pre-vocational training requirement
- 21 of the 22 (95%) required students met the financial literacy module
- 18 of the 27 (67%) required students met the EUREKA requirement
- 24 of the 27 (89%) met with me at least twice in the semester

Overall, the participation percentages for all activities *increased quite significantly* from Spring 2010 semester.

According to the data, the student outcomes increased in all of the following areas: persistence, average credit completed, average term GPA, and number of students who earned a credential. Ku'ina staff believes that there may be a direct correlation of these results to the increase in financial assistance and participation of students.

3) ACTUAL vs. GOALS

Maui County's Performance Measures for period ending March 31, 2011 (3rd Quarter PY10).

CATEGORY	MEASURES	ACTUAL		GOALS (neg)
		Current Qtr	Cuml. Qtr	
ADULT	Entered Employment Rate	100.0%	70.0%	65%
	Employment Retention Rate	50.0%	50.0%	74%
	Earnings Change	\$0.00	\$0.00	\$10,800
	Employment and Credential Rate	0.0%	0.0%	62%
DISLOCATED WORKER	Entered Employment Rate	100.0%	88.2%	57%
	Employment Retention Rate	75.0%	93.8%	57%
	Earnings Change	\$6,947	\$12,134.4	\$5,996
	Employment and Credential Rate	0.0%	33.3%	57%
OLDER YOUTH	Entered Employment Rate	0.0%	0.0%	33%
	Employment Retention Rate	100.0%	100.0%	60%
	Earnings Change	\$0.00	\$0.00	-\$244
	Credential Rate	0.0%	0.0%	38%
YOUNGER YOUTH	Skill Attainment Rate	0.0%	45.5%	71%
	Diploma Attainment Rate	0.0%	0.0%	44%
	Retention Rate	50.0%	42.9%	44%
CUSTOMER SATISFACTION	Employer	State to provide at a later date		72%
	Customer	State to provide at a later date.		82%

Note: The information on the above report was taken from the 3rd Quarter report for PY2010 provided by the State DLIR/WDD.

4) OTHER: NONE